

How To Read Your New City Services Bill

- 1 Contact PHX Customer Services for information about your account, or any of our programs or services.
- 2 This is the name associated with the account.
- 3 Account Number - A ten-digit number.
- 4 Check this section of the bill each month, along with any inserts for important information from the City of Phoenix.
- 5 Displays the total amount due and due date.
- 6 Provides a quick summary of your previous balance, recent charges, payments and total amount due.
- 7 This is the address where service is provided.
- 8 Meter Number is tied to the account and is used for billing purposes.
- 9 Previous Meter Read Information.
- 10 Current Meter Read Information. The billable water units are calculated by subtracting the Current Meter Read from the Previous Meter Read (in this example 241 units - 234 units = 7 units).
- 11 Water Used in Billing Cycle. Water use is shown in both units and gallons; 748 gallons equals 1 unit.
- 12 Monthly Water Usage History (in gallons). This will be shown for a 13-month period.
- 13 Water and Sewer Service, Fees and Taxes. (See each item for additional info.)
 - Water Base Fee** - Charge is based on your meter size. The Water Base Fee includes 6 units, or 4,488 gallons during the months of October – May and 10 units, or 7,480 gallons during the months of June – September.
 - Water Usage Fee** - The charge for each unit of water that exceeds the amount included in the Base fee.
 - Environmental Mandates for Water and Wastewater** - Charges to repay the cost of facility modifications, and operations and maintenance costs related to water or sewer services required to meet federal, state and county laws and regulations. Fees were implemented in 1992.
 - City Services Tax** - An excise tax based on meter size, which went into effect July 19, 2014.
 - Sewer Fee** - Charge for sewer service. The sewer fee is based on the customer's average monthly water usage billed during the preceding January, February and March, which are typically the lowest water use months.
 - State Mandated Jail Costs** - This fee, based on meter size, helps the city pay Maricopa County to house inmates that are arrested in Phoenix, and helps pay the costs for State mandated jail sentences.
 - City Sales Tax** - Includes a Utility Services Tax and a Wastewater Removal Services Tax.
 - State and Other Taxes** - Includes taxes from the State of Arizona, the County Freeway Tax, a County Jail Tax, a Statewide Education Tax, a Hazardous Waste Disposal Tax, a Stormwater Fee and is based on meter size.
- 14 Solid Waste Services and State Landfill Disposal Fee. Solid Waste Services include trash, recycling and bulk trash.
- 15 Project Assist Donation. Optional tax deductible gift to provide utility assistance to low-income families and seniors in crisis with their utility bills.
- 16 Please return this portion of the bill along with your payment each month. Be sure the payment address shows through the window of the return envelope, and write in the amount you are enclosing.
- 17 Unpaid Balance Due Now. Accounts with past due balances risk service termination and will incur a 3% Late Payment Fee.
- 18 Billing Address. The bill is mailed or emailed to this address and may be different from the service address.
- 19 Remittance Address. Send City Services payment to this P.O. Box. View back of bill for additional ways to pay.